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CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: **TELECOMMUNICATIONS TECHNICIAN**

DEFINITION

Under general supervision, to install and assist with the maintenance of the telecommunications equipment, systems and services for the City's governmental telecommunications needs; and to do related work as required.

REPORTS TO: Telecommunications System Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Telecommunications System Supervisor.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Install and configure network hardware and software; update system documentation.
- Coordinate system/component upgrades and repair with vendors and users.
- Troubleshoot and repair/resolve malfunction of equipment and devices (e.g. telephones, faxes, pagers and cabling, council chambers media, audio visual equipment, radio and computer related equipment).
- Provide technical support, training and assistance to customers using the enterprise networks.
- Monitor the work of vendors to ensure compliance of enterprise standards for products and services.
- Perform preventative maintenance on communication network and/or components.
- Diagnose, locate and repair network malfunctions.
- Research, evaluate and test proposed network products, product versions and systems solutions.

QUALIFICATIONS

Knowledge of:

- Installation and configuration of telecommunications and related network hardware and software.
- Use of systems level maintenance and management tools.

Ability to:

- Assess customer repair needs based on description of problems.
- Troubleshoot and repair/resolve equipment malfunction telecommunications and related equipment in a multi-user, single platform environment
- Interpret customer technology needs.
- Work overtime as required.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to an Associate Arts Degree in Telecommunications, Electrical Engineering, Information Systems or a closely related field.

Experience: Five years experience in telecommunications installations, configurations, troubleshooting and repair. Additional qualifying experience may substitute for the education on a year-for-year basis.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Telecommunications Technician

TO: Telecommunications System Supervisor